



Bill Balcom and Emily Twigg, co-founders of the TEAM ONE program.

# TOWERS NEWS

## Towers employees raise \$2,500 for disabled man

by Susan Gearing  
Editor

The staff at Finch and Warden Towers consider it a labor of love.

And for the son of store Department Manager Abdul Ramji it was a gift of friendship as well as a wheelchair, walker, leg braces and orthopedic bed.

The gifts started out as a project to help Al Ramji, of Scarborough, Ontario, after a car accident three years ago left him paralyzed from the waist down.

The store staff began the International Year of the Disabled by raffling a gas barbecue and followed it up with bake sales, pot luck lunches and a flea market. Over \$2,500 was raised

from these events.

But as the employees got to know 24-year old Al, they say they began to learn a little more about themselves.

"It became a special project and one that was very enlightening for all of us," said Store Manager Earl Wilson in a speech during a wine and cheese party held in February to present the gifts to Al. "We were able to help a friend and we also helped ourselves because we did something as a group outside the workplace which brought us closer together."

Al, who will be graduating in June in Hotel Management at George Brown College, says he had conquered his disability with the help of family and friends. He adds that he was overwhelmed by what the store staff did for him.

"I feel they are my friends. It's a good feeling to know that people care for you. I have no words to express my feelings about what they have done," he said after the presentation.

To express his appreciation to the store, Al presented Mr. Wilson with a pin symbolizing the Year of the Disabled. Gifts were also presented to Department Managers Pat Wilkins and Frances Horner for their part in organizing the fund-raising events.

Pat says she and Frances came up with the idea over dinner about a year ago.

"We wanted to do something to acknowledge the Year of the Disabled and it just seemed like the natural thing to do," said Pat. "It became very special to us because we got involved with someone we already knew."

Frances adds that looking back over the year she learned that even though people have other responsibilities they will come through when needed. "I think Finch and Warden Towers is really a store we can be proud of," she said.

The wine and cheese party was concluded with the cutting of a special cake made by the daughter of store employee Betty Weeks.



Al Ramji (centre) was presented with a wheelchair, walker, leg braces and an orthopedic bed from the staff at Finch and Warden. He is seen here with, from left to right, Pat Wilson, Frances Horner, and Earl Wilson, from Finch and Warden, and his mother Lilly and father Abdul.

for more pictures see following page

## Team One a winner in Scarborough store

Towers Department Stores has started a TEAM ONE Program to re-emphasize the need for better customer service in the competitive retail market.

The program was introduced in January at Scarborough Towers through a series of staff and management meetings. These meetings encouraged staff members to discuss problems in the store (for example, lack of communications) which affects customer services.

TEAM ONE, which stands for Towers Employees and Management Opportunities Never End, was developed in Scarborough Towers as a pilot study by Emily Twigg, Front End Specialist, Head Office, and Bill

Balcom, manager of the Scarborough store. It is now being tested in the Rexdale and Finch, and Warden stores.

The program develops better management/staff communications, increases staff involvement and opportunities, and promotes better attitudes and on-the-job professionalism. Examples of methods used are a library system of policy procedures that is available for the store staff, better communications through meetings and the removal of barriers between store operation areas.

"All of these things are big jobs," admits Bill Balcom, "but with the cooperation of staff they are being carried out."

Emily Twigg says the program was a success in the Scarborough store. According to Emily, TEAM ONE's goal is to make Towers, Canada's number one discount store.

"We have one special quality," she says, "and that's our people. I feel TEAM ONE can put some fun back in the job so the staff will wake up every morning looking forward to coming into work."



### A weighty problem.

When Towers head office moved to its new location on Airport Road movers faced a problem - the two-storey building's only elevator wasn't working yet. The problem was solved by calling in two 25 ton cranes to lift the 45 foot moving vans to a second floor window 18 feet in the air.

## Towers co-sponsors Miss Teen Georgian Bay Contest

Belinda Irwin, of Dundalk, Ontario, was named the 1982 Miss Teen Georgian Bay in the third annual pageant sponsored by the Owen Sound Towers and a local radio station.

Belinda was chosen from among 18 competitors from the Georgian Bay area. She went on to compete in the Miss Teen Canada contest in Toronto March 1, placing in the top 15 finalists.

Belinda, 17, takes over the regional crown from Heather Hiscox who last year went on to become Miss Teen Canada. She was crowned before a crowd of about 450 people at the climax of a two-hour ceremony at West Hill secondary school.

A tall girl with a wide smile, Belinda said she was a bit surprised she won.

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Al Ramji, right, his sister Rubina, and the family dog look at the gifts Al received from the staff at Finch and Warden Towers. Al, who is paralysed from the

waist down as a result of a car accident, is the son of Towers employee Abdul Ramji. See story on page one.



"I'm controlling shrink."

## Miss Teen

...continued

"I didn't think I had a very good speech," said the Grade 12 student from Grey Highlands secondary school. She added that she entered the pageant to meet new people and get more experience in public speaking.

The other finalists in the pageant were: first runner-up, Debbie McMillan; second runner-up, Jodi Clark; and third runner-up, Shelly Quinn.

Three days before the pageant, all 18 competitors modeled clothes from the Ladies Department in a spring fashion show at Owen Sound Towers.



Miss Teen Georgian Bay



Donald Bellini, left, co-founder of the Bonimart St-Jean curling funspiel, presents Richard Yergeau, Sylvie Yergeau, Rachel Faucher and Mario Faucher with a trophy for winning the tournament's 'A' event.

## Curling funspiel fun for everyone

by Lucille Duclos

Bonimart St-Jean held its third annual curling funspiel February 21, with a total of 16 mixed teams participating in the one-day event.

Winners of the 'A' event were Rachel Faucher, Sylvie Yergeau, Mario Faucher and Richard Yergeau, a team that emerged victorious in each of the four games it played.

Consolation winners were Julie Hébert, Norman Hébert, Pierre

Gagnon and François Lebeau.

The Bonimart team one, with members Donald Bellini, Steve Hébert, Mario Desrochers, and François Lebeau, went on to win the St-Jean Industrial Curling League with 12 wins and two losses.

Bonimart team two, composed of first year curlers Alain Lorion, Mario Faucher, Richard Yergeau and Richard Demers provided good competition to all teams in the league and members say they are already discussing next year's strategy.



# Susan Ashby shares winning recipe

Susan Ashby, of Kipling Towers, placed sixth out of 15,000 entries in the recent Baskin-Robbins Ice Cream Show-Off Contest.

Her winning recipe for Kawartha Lakes Blueberry Pie is only one of over 150 original recipes that Susan has dreamed up.

Says Susan: "I like cooking - both the results and the fact that it helps me relax. I think of new recipes all the time. Usually I start with several ingredients I know go well together and then build from there."

Susan's success has encouraged her to try and get a collection of muffin recipes published. She has also been asked to appear on Global 10 to do a televised cooking demonstration.

The 24-year-old is not only a good cook, she also paints and has had several poems published.

Here is Susan's winning recipe:



Susan Ashby

## Kawartha Lakes Blueberry Pie

**Lemon buttercrunch crust**  
**2 cups crushed shortbread cookie crumbs**  
 1/3 cup melted butter  
 4 tbsp. sugar  
 1 tsp. finely grated lemon peel

Combine and press in pie pan. Chill.

**Ice cream filling**  
**2 quarts Baskin-Robbins lemon custard ice cream**

**Blueberry ribbon filling**  
 1 cup fresh blueberries  
 1/4 cup sugar  
 1/2 tbsp. cornstarch  
 dash cinnamon

Combine over low heat and cook, stirring constantly until thick. Chill.

**Blueberry lattice**  
 1 1/2 cups fresh blueberries  
 1/2 pint whipped cream

Soften ice cream when crust and ribbon are chilled. Put half of the ice cream in pie crust, spread blueberry filling over top. Gently spread remaining ice cream over filling. Refreeze. Just before serving soften for 10 minutes. Pipe whipped cream in a lattice formation over pie and fill pockets with blueberries.



"This merchandise isn't up to standards. We would like a refund."

# Kent purchases drug store chain

Kent Drugs has purchased the assets of Metro Drugs Manitoba Limited, a Winnipeg drug store chain, and as a result about 300 new employees in 18 stores have joined the Oshawa family. The stores will continue

to operate under the name Metro Drugs.

A more in-depth story on the stores and their employees will be in the June issue of the Oshawa Observer.

# Towers cashier is world champion fly cast fisherman

When she's armed with a bass bug or dry fly Brenda MacSporran has the fastest cast in the West — and the world for that matter.

That's because Brenda, who works as a front-line cashier at St. Catharines Towers, is also a world champion fly cast fisherman.

Brenda started casting when she was nine years old. Now at 19 she is a member of the Ontario team, the Canadian ladies team and has been named the ladies all round world champion and the world champion fly caster.

She has competed in tournaments held in Austria, California, Kentucky, Ohio, New York State, and at least 100 different tournaments in Toronto. Brenda also plans to attend tournaments being held this year in Czechoslovakia and the United States and will be off to compete in England

in 1983 and Austria in 1984.

Brenda competes against both men and women in the tournaments and she quite often beats the men's standards which are much higher than those for women.

To compete in tournaments, participants must cast plugs of various weights and dry flies in contests for distance and accuracy. Depending on the competition, the casting can take place on land or casting into water. In either case the competitor's main enemy is the wind which makes casting difficult.

Brenda's accomplishments snagged her a nomination last year from the Game and Fish Association for St. Catharines Athlete of the Year. Unfortunately, Brenda didn't win but we wish her the best of luck as she is now running for Ontario's Athlete of the Year.



Brenda MacSporran, pictured here with medals and a trophy she has won in various competitions.



# People

## Appointments

**Arlene Buckton** as Supervisor of Health and Beauty Aids, Owen Sound Towers

**Mike Boulding** as Assistant Manager Trainee Ladies Wear, High Park Towers

**Donna Douglas** as Department Manager, Stratford Towers

**Lynn Goldenberg** as Buyer Handbags and Accessories, Towers Head Office

**Mario Laramé** as Assistant Manager, Duvernay Bonimart

**Blair Lefèvre** as Assistant Manager, Décarie Bonimart

**Louis MacKenzie** as Assistant Manager, New Minas Towers

**Allan MacKinnon** as Assistant Manager, Peterborough Towers

**Randy Morris** as Supervisor of Records, and Jewelry and Tobacco, Owen Sound Towers

**Janet Robertson** as Director Advertising and Sales Promotion, Towers Head Office

**Christine Rougeau** as Buyer Maternity and Half Sizes, Towers Head Office

**Ron Schneider** as Department Manager, Stratford Towers

**Sharon Sherman** as Buyer Lingerie and Loungewear, Towers Head Office

**Ted Smith** as Manager Employee Relations, Kent Drugs

**David Steller** as Manager Merchandise Presentation, Towers Head Office

**John Thiessen** as Buyer Hardware, Towers Head Office

**Lynda Waller** as Supervisor Men's Wear, Owen Sound Towers

**Gail Zaios** as Department Manager, Dufferin and Dupont Towers

## Marriages

**Dorothy Aqualina**, Kipling Towers, to Rick Smith

## Births

**Tami Amburg**, New Minas Towers and husband, Robert, a daughter Amy Melissa

**Ron Chenier**, Sudbury Towers, and wife Susanne, a son Luc

**Richard Corey**, Stratford Towers, and wife Judy, a daughter Courtney Christine

**Jill Deeder**, Towers Head Office and husband Andre, a son James Joseph

**Rodney Desjardin**, North Bay Towers, and wife Rose, a daughter Heather Elizabeth Anne

**Hélène Dusseault**, St-Jean Bonimart, and husband Rénaud, a daughter Annie

**Lily Gordon**, Finch and Warden Towers, and husband Jay, a son Jeremy

**Steve Hébert**, St-Jean Bonimart, and wife Guylaine, a son Gregory

**Sharon Horton**, Welland Towers, and husband Dave, a daughter Kristen Ann

**Narmada Mandavia**, Towers Head Office and husband Bhagwanji, a daughter Amy

**Marilyn Mazzotta**, Towers Head Office, and husband Pasquale, a daughter Chrystal-Ann

**John Policelli**, Goreway Towers, and wife Kathy, a daughter Michelle Marie

**Janet Radbourne**, Towers Head Office and husband Robert, a son Michael Robert

**Monique and Frank Seifert**, Sudbury Towers, a daughter Corey

**Jean Subryan**, Towers Head Office, and husband Michael, a daughter Anastasia

**Suzette Thibeault**, North Bay Towers, and husband Claude, a daughter Jennifer Lee

**Kathy Trachsel**, London Towers, and husband Jesse, a daughter Amber Lee

**Claude Vaillancourt**, Kipling Towers, and wife Lise, a son Sugi

## Pins

### Five years

**Natalie Afonso**, Goreway Towers

**Vera Barclay**, Towers Head Office

**Renate Bleck**, Goreway Towers

**Marie Bonazza**, Goreway Towers

**Melita Camelleri**, Goreway Towers

**Gloria Campbell**, Towers Head Office

**Patricia Campbell**, Goreway Towers

**Sharon Carty**, Goreway Towers

**Vicki Com**, Goreway Towers

**Blossom Cousins**, Sudbury Towers

**Margaret Deguire**, Sudbury Towers

**Ruth Farquhar**, Goreway Towers

**Phyllis Ferrente**, Goreway Towers

**Vina Giles**, Goreway Towers

**Birgit Grohmann**, Goreway Towers

**Margaret Hay**, Goreway Towers

**Joy Holley**, Goreway Towers

**Amy Hussey**, Finch and Warden Towers

**Rose Johnston**, Finch and Warden Towers

**Anna Kazianka**, Goreway Towers

**Yvonne Labban**, Goreway Towers

**Olga Leblanc**, Goreway Towers

**Dorothy Lee**, Goreway Towers

**Henry Louie**, Sudbury Towers

**Chris MacLean**, Goreway Towers

**Louisa Mammola**, Goreway Towers

**Louise McGowan**, Sudbury Towers

**Raffaela Morra**, Finch and Warden Towers

**Ann Marie Mourot**, Sudbury Towers

**Cheryl Moyle**, Sudbury Towers

**Rose Panetta**, Goreway Towers

**Marie Raganuskas**, Sudbury Towers

**Tina Raso**, Goreway Towers

**Shirley Robinson**, Goreway Towers

**Louise Rochon**, Sudbury Towers

**Mary Rodger**, Goreway Towers

**Lillian Rubel**, Goreway Towers

**John Scholl**, London Towers

**Gail Simpson**, Goreway Towers

**Ann Spiteri**, Goreway Towers

**Pat Tales**, Towers Head Office

**Sandy Tangianu**, Goreway Towers

**Margaret Thomson**, Goreway Towers

**Fran Wilcox**, Goreway Towers

**Stan Young**, Finch and Warden Towers

**Carmen Zammit**, Towers Head Office

**Ann Marie Mourot**, Sudbury Towers

**Cheryl Moyle**, Sudbury Towers

**Rose Panetta**, Goreway Towers

**Marie Raganuskas**, Sudbury Towers

**Tina Raso**, Goreway Towers

**Shirley Robinson**, Goreway Towers

**Louise Rochon**, Sudbury Towers

**Mary Rodger**, Goreway Towers

**Lillian Rubel**, Goreway Towers



**Iona Hixson**, Store Manager Westside Towers stands beside her prize catch on a recent trip to Mexico.

## Random Notes

While vacationing in Acapulco, Mexico this March, Iona Hixson, Store Manager Westside Towers, caught a 155 pound, 10 foot long sailfish and broke the record for the largest sailfish caught in Acapulco. The previous record was 136 pounds, according to the captain of her boat. Iona's fish is being mounted in Mexico and will be arriving by air in about two months.

Riverdale Towers will be holding a '50s Reunion Dance May 29 at St. Anne's Church. Prizes will be awarded for best costumes and dance contest winners. The ticket price of \$25 a couple includes food and drinks. Tickets can be purchased from Marie Partridge or Liz Grogan of Riverdale Towers. For more information call Marie or Liz at 461-0766.

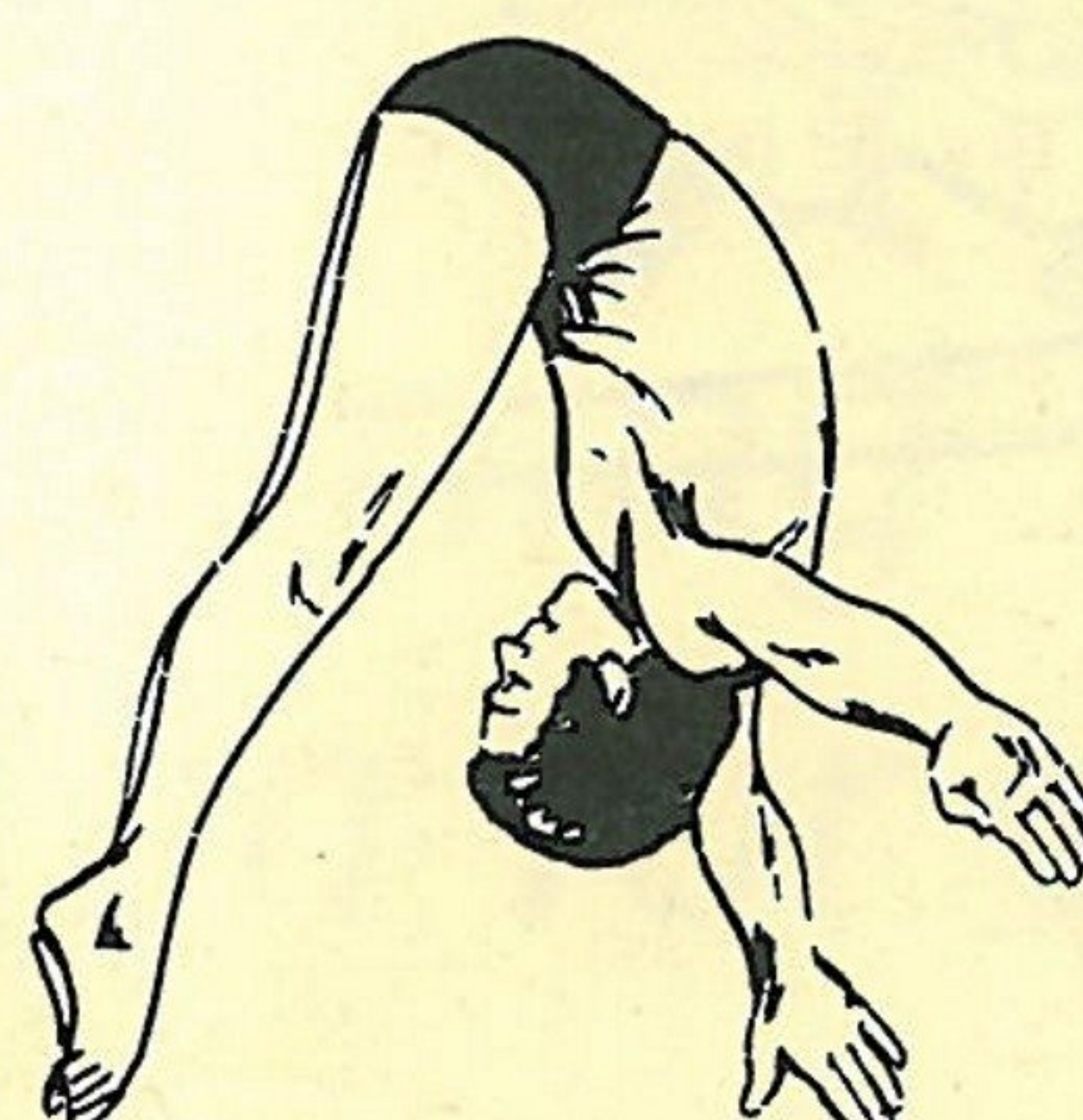
The staff of Woodstock Towers have joined an industrial flag football league. The Towers Titans will swing into action this summer with the help of Assistant Store Manager Brian Anderson.

Ten Scarborough Towers employees attended a taping of the Tommy Hunter Show in February. Doreen Sooley, Myrna Camilleri, Sheila Con, Violet Ingledew, Carolyn Phillips, Betty McLean, Carol Lucas, Mary Mayers, Norma Young and Dot Blagan all said they enjoyed the event.

## Safety Tip

Every family should have a well rehearsed escape plan. Ensure that escape routes are clear, accessible and able to be followed in the dark. Make sure windows can be opened easily. Planning for the unexpected can save your life.

## Remember



The difference between you and a person who's fit is that anything you can do he can do better.

## Wit's End

Nothing is quite so annoying as to have someone go right on talking when you're interrupting.